

All about Automotive Apprenticeships and EPA (England)

Newsletter January 2023

Issue 01



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This is the first newsletter all about Auto Apprenticeships and EPA for England, written by Paul Tunncliffe (Technical Advisor) and supported by Paul Winskill (IEPA)

We hope you find it useful.

Welcome

Welcome back and I hope you all managed to get some down time and well-deserved rest over the festive period.

We are continuing to be very busy with our EPA service, with Automotive Apprenticeships going from strength to strength. We introduced three new Apprenticeships to our EPA offer in 2022 (Paint, Panel and MET) and you will be pleased to know, we are now building up some resources for these Apprenticeships, starting with our fantastic ATM's (Apprenticeship Training Manuals) – more news on this later in this letter.

As we move into 2023, we will continue to keep you updated on our SmartScreen resources to complement your Apprenticeship Training. We will also keep you informed on any assessment plan updates, as we are expecting updated versions of the Light and Heavy Vehicle Apprenticeship Assessment plans at some point from IFATE (Institute for Apprenticeships and Technical Education) during 2023.

Congratulations to all your apprentices who were successful in 2022, we wish them all the best in their careers.

Keep in touch and up to date



For regular updates and further information please follow us on:



Paul Tunncliffe (Technical Advisor) – [LinkedIn](#)



Paul Winskill (IEPA) [LinkedIn](#)



Also please sign up for our regular focus alerts here:

<https://www.cityandguilds.com/what-we-offer/centres/email-updates>

Where do I find my EPA Set up instructions?

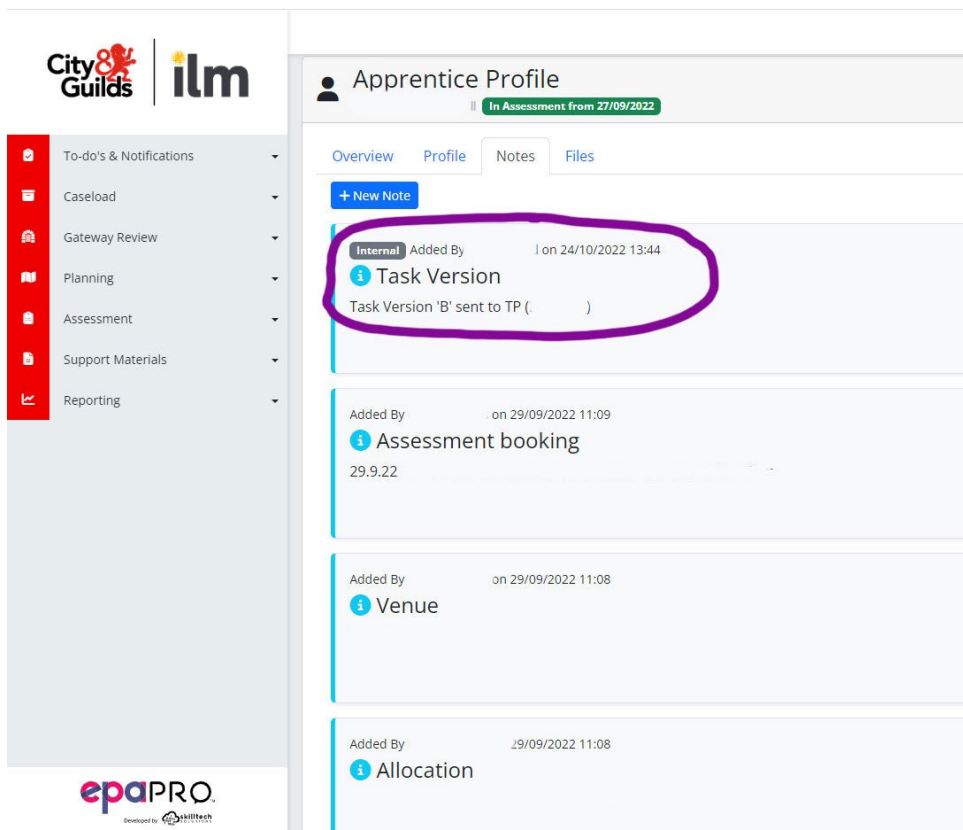
Our EPA Team will email the set-up instructions to the contact's name you have provided within our EPA Pro system. (please check the name you have in EPA pro is kept up-to-date)

You will also see the "Task Version" if applicable, confirmed in the "Notes" section of EPA pro.

We aim to send the instructions out to you, as early as we can but no more than 21 working days prior to the EPA taking place, this gives you plenty of time to set up the EPA in your workshop.

Please see screen shot below of EPA pro showing the task version.

Please let the EPA team know if you believe the version is incorrect.



The screenshot displays the EPA Pro system interface. On the left is a navigation menu with items: To-do's & Notifications, Caseload, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area is titled 'Apprentice Profile' and includes a status bar 'In Assessment from 27/09/2022'. Below this are tabs for Overview, Profile, Notes, and Files. A '+ New Note' button is visible. The 'Notes' section contains several entries: an 'Internal' note added on 24/10/2022 at 13:44 with the title 'Task Version' and content 'Task Version 'B' sent to TP ()', which is circled in purple; an 'Assessment booking' note added on 29/09/2022 at 11:09; a 'Venue' note added on 29/09/2022 at 11:08; and an 'Allocation' note added on 29/09/2022 at 11:08. Logos for City & Guilds, ilm, and epaPRO are visible at the bottom.

Showcase Portfolio advice and guidance “Top Tips”

Tip 1: Always refer to the “Showcase Portfolio Checklists” we provide on the City & Guilds Website for each Apprenticeship standard, as the evidence is different for each apprenticeship including the behaviours.

Tip 2: Remember, this is a “Showcase” only showing the “Best” evidence that meets the standard. Focus on recent evidence, within the last 6-12 month. Don't use any Training Manual tasks or Job Cards from years 1 or 2, or workplace evidence that goes back too far, unless there is something specific that has been done well such as a behaviour or something interesting. Apprentices will find it easier to discuss more recent job cards.

Clearly mark on the evidence if any behaviours have been covered or submit the behaviour evidence in a separate file.

Tip 3: Ensure that the job cards are detailed and include repair and diagnostic procedures, technical data and, if applicable, fault codes. They must also contain the vehicle details; Make, Model, Reg No, Mileage and VIN as well as the Apprentice's & Workplace Mentor's names & signatures. If some centre devised evidence is being submitted within the showcase, please ensure its signed by the Assessor and Apprentice. Photos can be added to each job card to show the diagnostic & repair process or anything interesting and specific to the task.

Tip 4: Refer to the ‘Exemplar materials’ on EPA Pro, there is a lot of useful information and documents, including Showcase Portfolio Guidance for the Apprentice and employer, along with Professional Discussion Transcripts which can be used as training prior to the Professional Discussion.

Tip 5: Make sure the Apprentice has a copy of or access to their Showcase Portfolio to bring to the Professional Discussion/Review.

What must an Apprentice bring on the day of EPA?

There are several essential things your Apprentices will need to bring on the day/s of your EPA:

- 1 Work wear, either overalls or work trousers (not shorts) & suitable work top.
- 2 Safety shoes or boots.
- 3 Photo ID – Driving License or Passport.
- 4 Food and drink for allocated breaks.

(Occasionally Apprentices bring their own tools, such as digital torque wrenches, multi-meters, or other specialist tools, which is optional, however please remind Apprentices who bring their own equipment that they are responsible for its safety, security and operational use) The IEPA will also check that any tools or equipment provided by the apprentice, are suitable for use.

The start of EPA – settling in

As an experienced Independent End Point Assessor (IEPA) I know there can be uncertainty about the EPA, which is understandable, therefore I'll explain a little more about the process and the IEPA's role.

Before the EPA gets underway your IEPA will introduce themselves, talk to centre staff and the Apprentices about the EPA as well as giving the opportunity to ask any questions.

The IEPA will be observing your Apprentices while they carry out the practical tasks, which doesn't mean we will be sitting on their shoulder as it is possible to see what they're doing without being up close and personal.

We will come over to ask the Apprentice questions relating to the task they are carrying out as well as, quite often, having a general chat between tasks. It's also an opportunity for Apprentices to talk to us and find out we are approachable while remaining professional.

The Professional Discussion/Review can seem the most intimidating part of the EPA.

However, during their practical tasks, they will have been able to get to know their IEPA a little more, which means they are not going into the discussion with a stranger.

Please remind your Apprentices that during the Skills Test and the Professional Discussion, they are talking to someone who is really interested in what they do, however the IEPA at this stage doesn't know much about them or what level of knowledge they have.

Therefore, the IEPA will want to know in as much detail as possible about the tasks they are working on during the skills assessment and have a good discussion about the evidence they have presented in the Showcase Portfolio.

(There will be questions relating to behaviours as well as technical areas and the Apprentices can have their Showcase Portfolio with them to refer to as well as being allowed to make notes.)

All I can add is please remember, this is the Apprentices EPA, a time to shine, demonstrate their skills and knowledge and show us as IEPA's what they have worked & studied hard for, and most of all, try to enjoy the process. Paul Winskill

Set up – top tips

For some standards that are more specific with information on the individual skills tasks in the Assessment Plan, such as the Autocare Technician and the Paint, Panel and MET Technician standards, we have produced set-up guidance which can be found either on our website or detailed within the EPA packs.

Other standards such as the Light and Heavy Vehicle Technician standards are less specific and require different versions. For these, we have tried to be as clear as possible in the set-up instructions you will receive, as the date of the EPA gets closer.

See below for some general tips and guidance:

IEPA desk and power supply:

Please provide a suitable desk, chair, and power supply for the IEPA to work from. The IEPA will be moving around and observing apprentices during the EPA, however they do need a work area within the workshop with line of sight towards the apprentices and tasks.

Use of screens between tasks:

This is centre specific. We must allow the IEPA line of sight between the tasks. Also, we must ensure as far as possible that the apprentices can't see exactly what each other are doing on each task. If you feel the use of screens will help this, then please go ahead, and set these up and explain to your IEPA on the day of EPA.

Vehicle positioning:

Sometimes, it's a good idea to position the vehicles so the engine bays are at opposite ends (especially if the vehicles are close together)

We are looking for "adequate separation" between tasks. The apprentices need room to work, without being distracted by each other.

Tools, equipment, and PPE:

Ideally, there should be a tool kit for each task which includes any special tools required, or the apprentice is allocated their own tool kit and the special tools are in a dedicated area.

Any required PPE can be on the apprentice's workstation or positioned with any specialist tool such a hydraulic press.

Please ensure any electronic tools such as diagnostic equipment are switched on, checked for operation and calibration prior to EPA.

Parts:

Prior to EPA, please ensure that any parts that are to be replaced during EPA are correct for the vehicle. Where appropriate, make sure any vehicles that are being used have a charged battery. We also advise that each task is checked by the Technician to ensure the task performs as it should.

Technician support:

We do require a workshop technician to be available during EPA, in case of any issues with the workshop or equipment such as a power failure or electrical trip out.

Also, if the apprentices need replacement parts, something held, pressed, lifted, or operated, the technician can assist.

However please be aware a technician is not allowed to give any technical information or advice. In some situations, where the apprentice is carrying out their EPA in a different venue to where they were trained and is not familiar with the set up of equipment such as diagnostic scan tools, the technician can give them an overview of how the tool works but must not operate or run the scan for the apprentice.

Documentation and Resources – EPA Pro.

EPA pro has a fantastic range of EPA resources available to you for use with your Apprentices, for each of our standards, including PD Transcripts, Showcase Portfolio Guidance and much more.

Please see the screenshots below to help you locate these in EPA pro:

The screenshot displays the EPA Pro dashboard. On the left, a navigation sidebar lists various menu items: To-do's & Notifications, Caseload, Gateway Review, Planning, Assessment, **Support Materials** (circled in purple), and Reporting. The main dashboard area is titled 'Morning' and contains a 'Latest News' section with several news items, including 'EPAPro - Release Downtime - Tuesday 8th November' and 'EPAPro - Next Release - Downtime Tuesday 11th October'. A 'Calendar' widget on the right shows the month of January 2023. A callout box with a white background and purple text is overlaid on the 'Support Materials' menu item, stating: 'Step 1: Click on the Support Materials drop down'.

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Search for user... 🔍 📧 🏠

Morning

This is your dashboard where you can see key stats, news and other details about your apprentices.

Latest News

EPAPro - Release Downtime - Tuesday 8th November
NEW 1 week ago
 The latest EPA Pro update will be deployed later today - Tuesday 8th November. Because of this, EPA Pro will be in maintenance mode between 17:00 - 18:00. You may not be able to access the platform during this time. The EPA Pro User Manual will b...

Key dates for the Christmas period this year
2 weeks ago
 Looking ahead to the Christmas period we would like to share some key dates to help with your EPA planning. Final EPA dates - Final EPA date before Christmas break (unless requested by exception): Thursday 22 December 2022 - First EPA da...

Improvements to replace optional planning meetings - now live
4 weeks ago
 Following our recent communications and webinars, we are now live with our new process for replacing optional planning meetings. If you missed the September webinar you can access it again via the link here. To lessen the administrative...

Tuesday 11th October
1 week ago
 Tuesday 11th October. Please be aware that EPA Pro will be in maintenance mode during this time. You may not be able to access the platform during this time. The EPA Pro User Manual will b...

Offices closed on Monday 19 September
2 weeks ago
 EPA Pro and the Royal Family, our offices will be closed on Monday 19 September. All EPA Providers with bookings on this day have been contacted directly by our EPA support teams to rearrange dates...

[View all news items](#)

Calendar

January 2023 month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Step 2:
Click on Exemplar materials

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Search for user... 🔍 📧 🏠

View Support Materials

Search... Filter By Standard Filter by Category

Apply Filters Clear Filters

Categories: Exemplar materials ▼

Step 3:
Click on the Exemplar materials drop down

Search for user...
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View Support Materials

Filter By Standard ▾
Filter by Category ▾

Apply Filters
Clear Filters

Categories

Exemplar materials

Type	Title	Description	Created	View
File	NEW Apprentice job card example (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	This is a sample document giving apprentices guidance on how to complete a job card for the practical skills component of the end-point assessment.	05/10/2020 13:10	Open
File	NEW Apprentice job card example (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	This is a sample document giving apprentices guidance on how to complete a job card for the practical skills component of the end-point assessment.	05/10/2020 15:24	Open
File	NEW Apprentice Training Manual - apprentice guidance (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	These guidance notes will help the apprentice complete the Apprentice Training Manual, in readiness for their end-point assessment.	05/10/2020 13:16	Open
File	NEW Apprentice Training Manual - apprentice guidance (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	These guidance notes will help the apprentice complete the Apprentice Training Manual, in readiness for their end-point assessment.	05/10/2020 15:25	Open
File	NEW Apprentice Training Manual - apprentice report example (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	This document provides a sample apprentice report for learners to use as a guide when preparing for their end-point assessment.	05/10/2020 13:18	Open
File	NEW Apprentice Training Manual - apprentice report example (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	This document provides a sample apprentice report for learners to use as a guide when preparing for their end-point assessment.	05/10/2020 15:27	Open
File	NEW Apprentice Training Manual - tutor overview (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician: Light Vehicle)	These guidance notes will help tutors to support apprentices completing the Apprentice Training Manual, in readiness for the end-point assessment.	05/10/2020 13:18	Open

Step 4:

Click Open to download the material you require

Documentation and resources – website

Our website pages are your first point of call for all the information you need for EPA including:

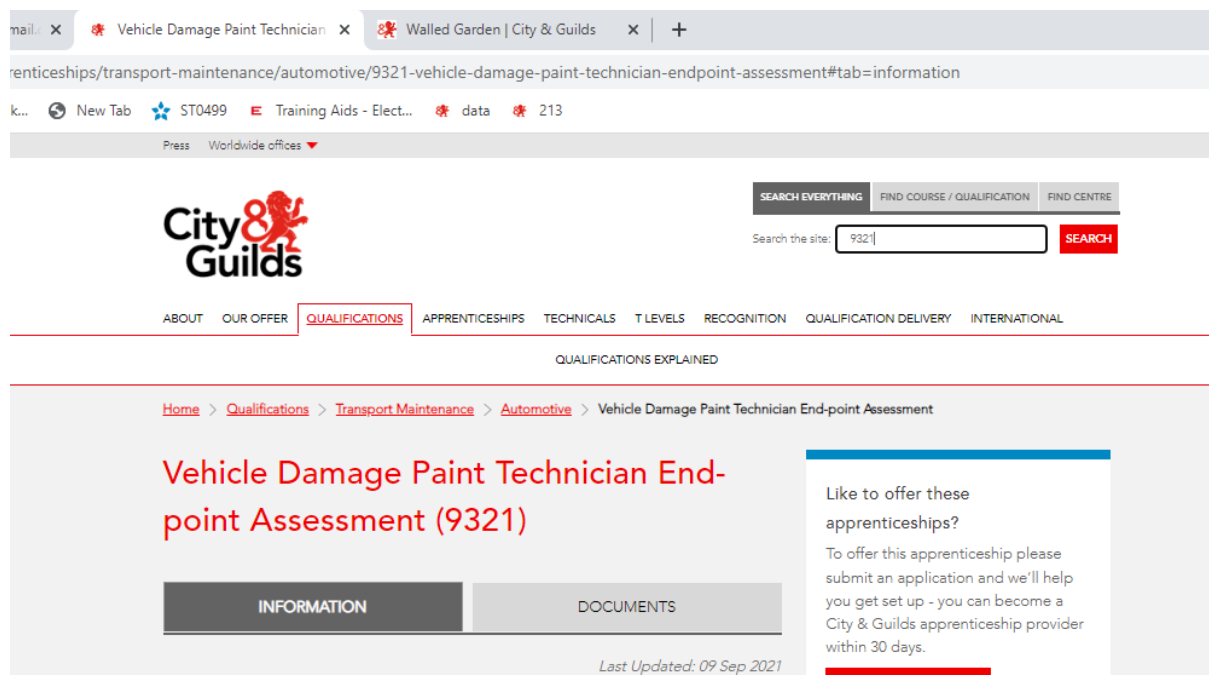
EPA packs (Handbook for the EPA) including resource checklists

Showcase Portfolio Checklists

Mock EPA Knowledge Tests

Advice on EPA Set up

Remember each Automotive Apprenticeship has its own website which can be easily found using the search function at the top of the website:

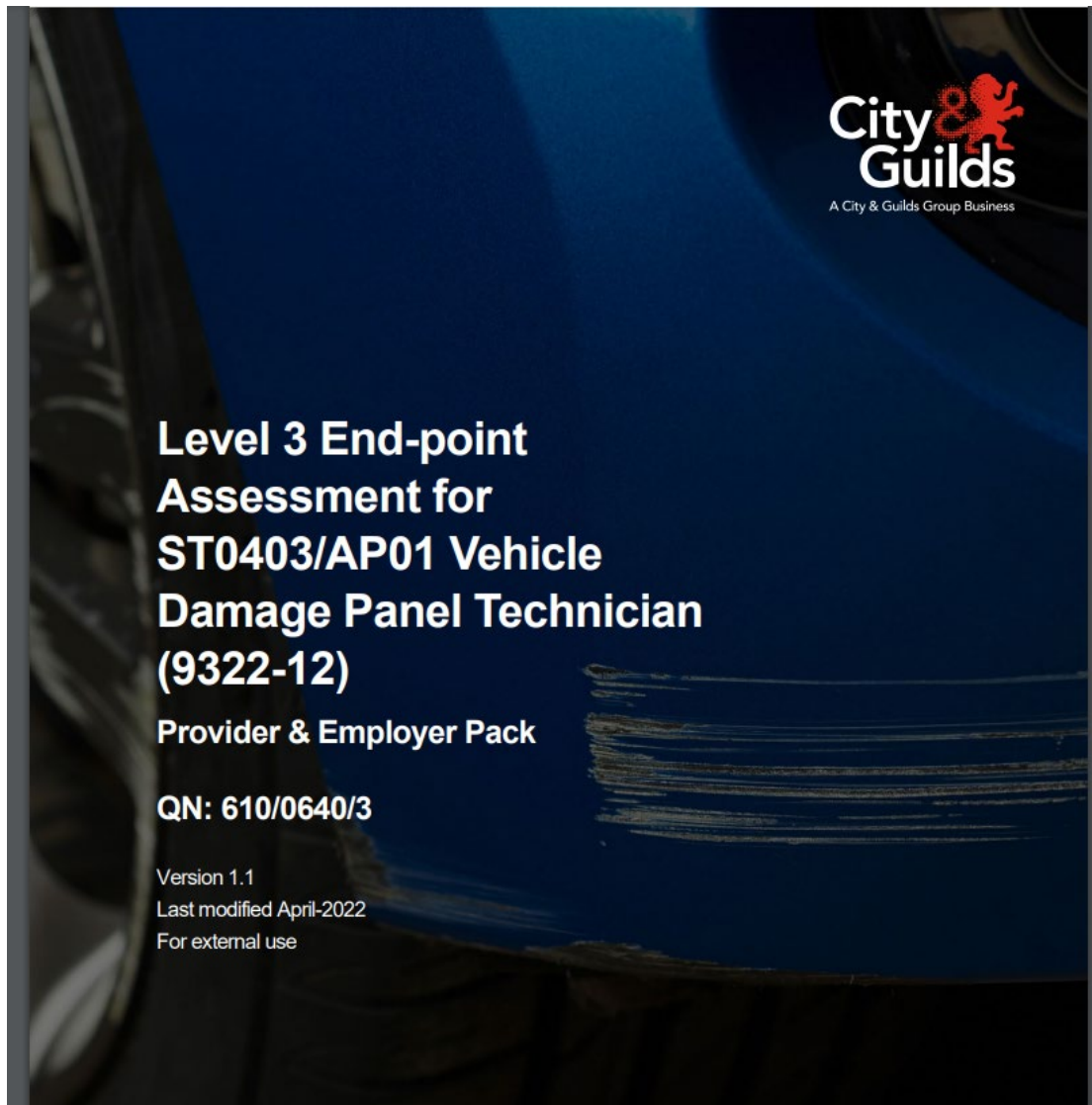


The screenshot shows a web browser window with the City & Guilds website. The address bar shows the URL: <https://www.cityandguilds.com/apprenticeships/transport-maintenance/automotive/9321-vehicle-damage-paint-technician-endpoint-assessment#tab=information>. The website header includes the City & Guilds logo, a search bar with the text "9321" entered, and a "SEARCH" button. The navigation menu includes: ABOUT, OUR OFFER, QUALIFICATIONS (highlighted), APPRENTICESHIPS, TECHNICALS, T LEVELS, RECOGNITION, QUALIFICATION DELIVERY, INTERNATIONAL. Below the navigation menu, the text "QUALIFICATIONS EXPLAINED" is visible. The main content area shows the breadcrumb trail: Home > Qualifications > Transport Maintenance > Automotive > Vehicle Damage Paint Technician End-point Assessment. The title of the page is "Vehicle Damage Paint Technician End-point Assessment (9321)". There are two buttons: "INFORMATION" and "DOCUMENTS". A sidebar on the right contains the text: "Like to offer these apprenticeships? To offer this apprenticeship please submit an application and we'll help you get set up - you can become a City & Guilds apprenticeship provider within 30 days." and a "MAKE AN APPLICATION" button. The footer of the page says "Last Updated: 09 Sep 2021".

Some documents such as Mock Tests and the EPA Packs are password protected, please find the passwords on Walled Garden.

We also encourage you to share these EPA packs with the **Employers**, as they contain vital information about the standard.

This will help them to understand how to support their Apprentice in working towards EPA readiness.



Documentation and resources – SmartScreen

ATM's (Apprentice Training Manuals)

We will soon be releasing ATMs for the Body and Paint Apprenticeships. Please keep an eye on the focus alerts for news of the release of these products.

Apprenticeship Training Manual
Level 3



Vehicle Damage Paint Technician



ATMs are currently available for the following standards:

- (9304) Level 2 Autocare technician
- (9302) Level 3 Heavy vehicle service and maintenance technician
- (9301) Level 3 Motor vehicle service and maintenance technician (light vehicle)
- 9321 Level 3 Paint (coming early 2023)
- 9322 Level 3 Body (Coming mid 2023)
- 9323 Level 3 MET (Planned for late 2023)

These training manuals provide apprentices with a range of practical tasks to apply their knowledge and skills in preparation for assessment. The manual supports formative learning, by allowing the apprentice to track their progress and record evidence. Each manual includes:

- tasks to support reflective learning and evidence literacy, numeracy, and behavioural competencies
- integrated tasks to provide 'stretch' learning
- checklists for each task, where assessors and/or employer mentors can authenticate work and provide feedback.

These training manuals can also be used to develop and **supplement** evidence for the “Showcase Portfolio” for EPA

As well as ATM's, we also offer Schemes of Work and E-Learning for the following Apprenticeships:

9301 Light Vehicle (SmartScreen code SS9301)

9302 Heavy Vehicle (SmartScreen Code SS9302)

9304 Autocare (SmartScreen Code SS9304)

Speak to your Business Manager about adding these to your SmartScreen package.

Celebrating success – Digital Credentials.

Digital credentials are now an integrated part of our apprenticeship offer for all our Apprenticeships and more recently, our wider qualification offer.

For more details, please go to <https://www.cityandguilds.com/digital-credentials>

Enable your learners to become brand ambassadors and reach new audiences with your Apprenticeship offer, as your participants share their achievements on social media and across the web in a secure and verifiable way.

These are awarded automatically on completion by providing the learners email address upon registration

Follow this link to see the guide on adding email addresses via walled garden including bulk upload.

<https://www.cityandguilds.com/digital-credentials/centres>

Examples



Become an independent assessor (IEPA) for Light, Autocare, Heavy Vehicle, Paint, Panel and MET

Role profiles for independent assessors and application forms can be found here:

[Independent End-point Assessors | City & Guilds Group Careers \(cityandguildsgroup.com\)](https://www.cityandguildsgroup.com/careers/independent-end-point-assessors)

For those who would like to apply for one of these roles, please remember you can access the standard and the assessment plan in the Institute for Apprenticeships' website: [Apprenticeship standards / Institute for Apprenticeships and Technical Education](https://www.institute-for-apprenticeships.gov.uk/apprenticeship-standards) .

Just type in the sector you are looking for; example Light Vehicle then select vehicle-service and maintenance technician Light Vehicle Level 3 and all assessment and entry requirements information and documentation is freely available to access.

Tell us what you think

All about Automotive EPA and Apprenticeships is a newsletter that brings together useful information from City & Guilds relevant to Apprenticeships and EPA.

Each edition is numbered, so we can refer to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to Mike.Nightingale@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team

Tel: 0192 4930 800 (option 5)

Email: centresupport@cityandguilds.com

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

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